

Abstract of the Disclosure

5 In a communications network environment, a distributed software
application for monitoring terminal and device capabilities of agents
operating on the network and rendering data results of the monitoring to
subscribing routing applications is provided. The software application
comprises a first portion of the software for collecting and sending data
10 about terminal and device capabilities of the target agents and a second
portion of the software for receiving the capability data and for presenting
the data in usable form to the subscribing routing applications.